

DEPARTMENT OF WORKFORCE DEVELOPMENT  
DIVISION OF ECONOMIC SUPPORT  
ADMINISTRATOR'S MEMO SERIES

ACTION: 99-20

ISSUE DATE: 10/11/99  
DISPOSAL DATE: 01/05/00

RE: YEAR 2000 ROLLOVER  
STAFFING

To: Child Support Agency Directors  
County Department of Human Services Directors  
County Department of Social Services Directors  
County Economic Support Managers/Supervisors  
Tribal Chairpersons/Human Services Facilitators  
Tribal Economic Support Directors  
W-2 Agency Directors

From: J. Jean Rogers /s/  
Administrator

I appreciate your efforts and cooperation in preparing for the potential challenges posed by the rollover to the Year 2000 (Y2K). Your agency's Y2K compliance work, contingency plan development, and staff training should reduce the risk of major problems. The potential still exists, however, for systems and equipment problems to occur. In order for our customers to be served with the least disruption possible, we will need to know what, if any, problems there are before the start of normal business hours on January 3, 2000.

It is therefore essential that your agency assess the readiness of your facilities and information technology (IT) systems on January 2, 2000. This assessment will be part of a statewide check of all Department of Workforce Development (DWD) mission critical systems at all facility locations.

As our partners, Income Maintenance (IM), Wisconsin Works (W-2), and Child Support (CS) agencies are required to ensure that ongoing services are provided as defined in your contracts. It is the intent of DWD, to work together with our partners in meeting our mutual obligations to ensure quality and consistent customer service. To meet these obligations, the Department is requiring that all IM, W-2, and CS agencies assess the readiness of your facilities and information technology (IT) systems and report your findings to the Department's Rollover Management Center (RMC) in Madison and to your Area Administrator on January 2, 2000.

Attached to this Administrator's Memo are drafts of the checklists for facilities and IT systems and instructions for completing the checklists. The Department will send you the final versions of both checklists in December with your agency's name and location identification number pre-filled on the forms.

IM, W-2, and CS agencies that are located in a Job Center will be expected to submit information to their local Job Center contact as well as faxing information to their Area Administrators. This is to enable us to quickly prioritize problems should any exist. Agencies not located in a Job Center will fax information directly to the Department's RMC and to their Area Administrator.

If agencies prefer, much of the necessary assessment work can be done on January 1, 2000. All of the facilities checklist and a great deal of the IT checklist, such as the PC checkout, can be done on January 1, 2000. If your agency's IT staff is completing an assessment of these areas, it is acceptable to have them complete the checklists where they can.

Some portions of the IT checklist cannot be completed until January 2, 2000 such as confirming access to CARES, KIDS and other DWD mainframe systems. We do require that whoever makes the assessment provide the RMC staff and Area Administrators with their name and the telephone number where they can be reached when the form is faxed in.

Please contact your Area Administrator or Nancy Buckwalter at (608) 266-7160 if you have any questions about this Administrator's Memo.

REGIONAL OFFICE CONTACT:     Area Administrators

CENTRAL OFFICE CONTACT:     Nancy Buckwalter  
  (608) 266-7160

Attachments

# **Rollover Management Center Y2K Assessment Facilities and Information Technology (IT) Systems**

---

**For information only – please do not fax this page  
DRAFT**

To assess the overall impact of the actual Year 2000 date rollover on DWD Operations statewide, a standard set of questions needs to be answered for every DWD and partner location. You are responsible for gathering the assessment data and reporting your findings to the Rollover Management Center in Madison. The following checklists contain questions regarding your physical facilities (***Facilities Checklist***) and your access to Information Technology (IT) systems (***IT Systems Checklist***). The procedures for completing the ***Checklists*** are as follows:

1. On Sunday, 1/2/2000, go to the location that you are responsible for reporting on.
2. Assess the location for each of the ten questions and check the appropriate response on the **Facilities Checklist**. Instructions for completing the Facilities Checklist are included.
3. By 9:00 AM on Sunday, 1/2/2000, fax a copy of your completed **Facilities Checklist (be certain to include your name and telephone number in the assessor and call back number areas for follow-up)** to the Rollover Management Center at (888)873-9903 or (888)416-4619.
4. If you are unable to successfully fax a copy of your completed **Facilities Checklist** to the Rollover Management Center, call the Rollover Management Center at (888)873-9890 or (877)206-1662 to report your Facilities status verbally.
5. Assess your PCs, servers, printers, applications and other IT systems. Check the appropriate response for each of the fourteen questions on the **IT Systems Checklist**. Instructions for completing the IT Systems checklist are included.
6. By 1:00 PM on Sunday, 1/2/2000, fax a copy of your completed **IT Systems Checklist (be certain to include your name and telephone number in the assessor and call back number areas for follow-up)** to the Rollover Management Center at (888)873-9903 or (888)416-4619.
7. If you are unable to successfully fax a copy of your completed **IT Systems Checklist** for your location to the Rollover Management Center, call the Rollover Management Center at (888)873-9890 or (877)206-1662 to report your IT Systems status verbally.

**The facilities and IT systems checklist will be pre-printed with the following information:**

**Reporting date and time:** The date and time you are expected to send a copy of your completed Facilities and IT Systems Checklist to the Rollover Management Center

**Location Identification # :** 3-digit number assigned by the DWD Rollover Management Center

**Location Name:** Name of the reporting location

**Location Address:** Street address for the reporting location

**Location Type:** Type of business conducted at the reporting location

# Rollover Management Center Y2K Assessment Facilities

---

**DRAFT**

## **Facilities Checklist**

**Reporting date and time:** 1/2/2000 by 9:00 AM

**Location Identification #:** *[Pre-filled 3-digit location identification number]*

**Location Name:** *[Pre-filled location name]*

**Location Address:** *[Pre-filled location address]*

**Location Type:** *[Pre-filled location type – e.g., IM, W-2, CS agency, Job Center, etc.]*

**Assessor:** \_\_\_\_\_

**Call back number:** \_\_\_\_\_.\_\_\_\_\_.\_\_\_\_\_

- |   |         |        |        |
|---|---------|--------|--------|
| 1. Can all the staff at your location access the building?  | ___ Yes | ___ No |        |
| 2. Does your location have electricity?                     | ___ Yes | ___ No |        |
| 3. Does your location have heat?                            | ___ Yes | ___ No |        |
| 4. Does your location have safe water?                      | ___ Yes | ___ No |        |
| 5. Does your location have sanitation / sewer services?     | ___ Yes | ___ No |        |
| 6. Does your location have local telephone service?         | ___ Yes | ___ No |        |
| 7. Does your location have long distance telephone service? | ___ Yes | ___ No |        |
| 8. Does your voice mail system work?                        | ___ Yes | ___ No | ___ NA |
| 9. Does your fax machine work?                              | ___ Yes | ___ No | ___ NA |
| 10. Does your cellular phone work?                          | ___ Yes | ___ No | ___ NA |

**Upon completion, please fax this page to:  
(888)873-9903 or (888)416-4619**

# **Rollover Management Center Y2K Assessment Facilities Checklist Instructions**

---

**For information only – please do not fax this page**

## **DRAFT**

### **1. Can all the staff at your location access the building?**

When you arrived at your location, were you able to access the building as you normally would during regular business hours? For example, if you have a security system with a card swipe, is it functioning as it normally does?

### **2. Does your location have electricity?**

When you arrived at your location, flip the light switches for all the lights that are typically on during regular business hours. Did the lights come on as you expected?

### **3. Does your location have heat?**

When you arrived at your location, note the temperature and set the thermostat to the temperature that your location is set to during regular business hours. After 30 minutes, has the building warmed to the desired temperature or is it in the process of warming to the desired temperature?

### **4. Does your location have safe water?**

Monitor your local news media for bulletins, or contact local officials, to determine the safety of the water at your location. According to local officials, is the water at your location safe?

### **5. Does your location have sanitation / sewer services?**

Monitor your local news media for bulletins, or contact local officials, to determine whether the sewer system is functioning properly at your location. According to local officials, are sewer services functioning?

### **6. Does your location have local telephone service?**

When you arrive at your location, call a local number (i.e., a telephone number that does not require a '1' to be dialed first to complete). Was there a dial tone and did the telephone appear to ring on the other (receiving) end of your call?

### **7. Does your location have long distance telephone service?**

When you arrive at your location, call a number that is long distance (i.e., a telephone number that requires a '1' to be dialed first to complete). Was there a dial tone and did the telephone appear to ring on the other (receiving) end of your call?

## **Rollover Management Center Y2K Assessment Facilities Checklist Instructions**

---

**For information only – please do not fax this page**

### **8. Does your voice mail system work?**

You will need an active mailbox or know the password for an active mailbox on the voice mail system at your location. Call your mailbox or the mailbox you have the password for and leave a test message. Call the voice mail system the way you would normally call the voice mail system to retrieve your messages. Was your test message there?

### **9. Does your fax machine work?**

- If you have multiple fax machines at your location, send a test fax from fax machine A to fax machine B. Was the fax successfully transmitted to machine B?
- Send the test fax from fax machine B to fax machine A. Was the fax successfully transmitted?
- If you do not have multiple fax machines at your location, you will need to make arrangements with another location that has a fax machine. Send a test fax from your fax machine to the fax machine at the other location. Call the other location to verify that it was received. Was it successfully transmitted? **Do not fax your tests to the RMC.**
- Have someone at the other location send a test fax to the fax machine at your location. Call the other location to verify that it was sent. Was it successfully transmitted?

### **10. Does your cellular phone work?**

- Place a call to your cellular phone (or to the cellular phone reported to the Rollover Management Center as valid for your location). Was the call completed successfully?
- Place a call from your cellular phone (or the cellular phone reported to the Rollover Management Center as valid for your location) to a known working telephone number. Was the call completed successfully?

**Rollover Management Center Y2K Assessment**  
**Information Technology (IT) Systems**  
**DRAFT**  
**IT Systems Checklist**

**Reporting date and time:** 1/2/2000 by 1:00 PM

**Location Identification #:** *[Pre-filled 3-digit location identification number]*

**Location Name:** *[Pre-filled location name]*

**Location Address:** *[Pre-filled location address]*

**Location Type:** *[Pre-filled location type here – e.g., IM, W-2, CS agency, Job Center, etc.]*

**Assessor:** \_\_\_\_\_ **Call back number:** \_\_\_\_\_.\_\_\_\_\_.\_\_\_\_\_

- |   |         |        |        |
|---|---------|--------|--------|
| 1. Do all the PCs at your location appear to work?    | ___ Yes | ___ No |        |
| 2. Do you have access to the state-managed mainframe? | ___ Yes | ___ No | ___ NA |
| 3. Do you have access to your local network?          | ___ Yes | ___ No | ___ NA |
| 4. Do you have access to the KIDS system?             | ___ Yes | ___ No | ___ NA |
| 5. Do you have access to the CARES system?            | ___ Yes | ___ No | ___ NA |
| 6. Do you have access to the UI Benefits system?      | ___ Yes | ___ No | ___ NA |
| 7. Do you have access to the UI Tax system?           | ___ Yes | ___ No | ___ NA |
| 8. Do you have access to JobNet Touch Screen?         | ___ Yes | ___ No | ___ NA |
| 9. Do you have access to IRIS?                        | ___ Yes | ___ No | ___ NA |
| 10. Do you have access to RAPIDS?                     | ___ Yes | ___ No | ___ NA |
| 11. Do you have access to DWD Workweb / Intranet?     | ___ Yes | ___ No | ___ NA |
| 12. Do you have access to Email?                      | ___ Yes | ___ No | ___ NA |
| 13. Do your network printers work?                    | ___ Yes | ___ No | ___ NA |
| 14. Do your local printers work?                      | ___ Yes | ___ No | ___ NA |

**Upon completion, please fax this page to:**  
**(888)873-9903 or (888)416-4619**

# **Rollover Management Center Y2K Assessment Information Technology (IT) Systems Checklist Instructions**

---

*For information only – please do not fax this page.*

## **DRAFT**

### **1. Do all the PCs at your location appear to work?**

- 1) Power up 10% of the various makes and models of PC's at your location. (NOTE: If the network is unavailable, follow the procedures to start the PC's in "stand-alone" mode and continue.)
- 2) Use one of the following methods to validate the time and date on the PC:
  - Drag the mouse over the time located at the far right end of the taskbar. Is the date and time displayed in the pop up window correct?
  - Double click on the time located at the far right end of the task bar. Is the date and time displayed in the "Adjust Time/Date" window correct?

#### **DWD supported staff:**

If the date and time on the PC does not match the current date and time, **do not** change the date. Indicate on your IT systems checklist that the date/time on your PC's is not accurate.

#### **NON-DWD supported staff:**

Contact your local technical service representative.

### **2. Do you have access to the state-managed mainframe?**

- 1) Start your terminal emulation software, such as Attachmate Extra.
- 2) Can you view the State Common Logon screen?

### **3. Do you have access to your local network?**

#### **DWD supported staff:**

- 1) Start MS-Word or MS-Excel.
- 2) Open an existing document located on either your H: or S: drive.
- 3) Can you open the document?

#### **NON-DWD supported staff:**

- 1) Start your word processing package (i.e., MS-Word or Word Perfect) or spreadsheet software (i.e., MS-Excel or Quattro-Pro).
- 2) Open an existing document located on your file server.
- 3) Can you open the document?

### **4. Do you have access to the KIDS system?**

- 1) Log-on to the CICSP330 region on the state-managed mainframe.
- 2) Execute transaction 'KASE'.
- 3) Query a pre-selected case.
- 4) Are the Case, Participant and Financial Information available?
- 5) Are you able to print to the printer normally associated with the case information?

### **5. Do you have access to the CARES system?**

- 1) Log on to the IMSFP region of the state-managed mainframe.
- 2) Execute transactions "ACCH" and "AGEC" with a pre-selected case.
- 3) Is the case information available?
- 4) Are you able to print to the printer normally associated with the case information?



# **Rollover Management Center Y2K Assessment Information Technology (IT) Systems Checklist Instructions**

---

*For information only – please do not fax this page.*

## **6. Do you have access to the UI Benefits system?**

- 1) Log-on to the CICS DP region on the state-managed mainframe.
- 2) Execute transaction “TICR” with a valid Social Security Number (one that you know is in the system).
- 3) Are you able to query the claimant information?
- 4) Using the same Social Security Number, execute transaction “BPMQ”.
- 5) Are you able to query the claimant and payment information?
- 6) Is the information displayed correctly and are the PF keys functioning properly?

## **7. Do you have access to the UI Tax system?**

- 1) Log-on to the CICS DP region on the state-managed mainframe.
- 2) Execute the following transactions: “EMFS” “EMHI” using employer number 100000.
- 3) Are you able to query the employer information?
- 4) Is the information displayed correctly and are the PF keys functioning properly?

## **8. Do you have access to Touchscreen JobNet?**

- 1) Bring up Touchscreen JobNet following the standard daily start-up procedures.
- 2) Can you access the Menu Option, as well as query and print a Job Order?

## **9. Do you have access to IRIS?**

### **DWD/DVR staff**

- 1) Launch your Internet browser (i.e., MS-Internet Explorer or Netscape).
- 2) Open IRIS.
- 3) Are you able to view IRIS information?
- 4) Open RAPWEB.
- 5) Are you able to view RAPWEB information?
- 6) Using a laptop, verify that you can access IRIS and RAPWEB through a dial-up connection.

## **10. Do you have access to RAPIDS**

### **DWD staff only**

- 1) Launch RAPIDS from the Start/Programs/DWD APPS menu.
- 2) Are you able to view your User Profile Information?

## **11. Do you have access to DWD Workweb / Intranet?**

### **DWD supported staff:**

- 1) Launch your Internet browser (i.e., MS-Internet Explorer or Netscape).
- 2) Type in the following URL: <http://dwdworkweb/>
- 3) Are you able to view and access information on the DWD home page?

### **Non-DWD Supported Staff:**

- 1) Launch your Internet browser (i.e., MS-Internet Explorer or Netscape).
- 2) Type in the following URL: <http://www.dwd.state.wi.us/>
- 3) Enter your log-on id and password.
- 4) Are you able to view and access information on the DWD partner page?

## **Rollover Management Center Y2K Assessment Information Technology (IT) Systems Checklist Instructions**

---

*For information only – please do not fax this page.*

### **12. Do you have access to Email?**

#### **DWD supported staff:**

- 1) Log-in to MS-Outlook.
- 2) Can you view messages in your inbox?
- 3) Is your calendar available?

#### **NON-DWD supported staff:**

- 1) Log-in to your Email system.
- 2) Can you view messages in your inbox?

### **13. Do your network printers work?**

#### **DWD supported staff:**

- 1) Start MS-Word or MS-Excel.
- 2) Open an existing document.
- 3) Select a network-attached printer and route the document for print.
- 4) Did the document print correctly?

#### **NON-DWD supported staff:**

- 1) Start your word processing package (i.e., MS-Word or Word Perfect) or spreadsheet software (i.e., MS-Excel or Quattro-Pro).
- 2) Open an existing document.
- 3) Select a network-attached printer and route the document for print.
- 4) Did the document print correctly?

### **14. Do your local printers work?**

#### **DWD supported staff:**

- 1) Start MS-Word or MS-Excel.
- 2) Open an existing document.
- 3) If you have a printer attached directly to your PC, route the document for print.
- 4) Did the document print correctly?

#### **NON-DWD supported staff:**

- 1) Start your word processing package (i.e., MS-Word or Word Perfect) or spreadsheet software (i.e.: MS-Excel or Quattro-Pro).
- 2) Open an existing document.
- 3) If you have a printer attached directly to your PC, route the document for print.
- 4) Did the document print correctly?